

**St. Johns County Health Department**

**2012-16 SJCHD Scorecard & Core Competency Alignment**

Strategic Priorities	Core Comp. Alignment (Figure P-2)	Strategic Objectives	Measures	Baseline 12/31/11	Target/Projections		Selected Action Plans
					6/2013	6/2016	
<b>1.0 Promote &amp; Protect Health &amp; Quality of Life</b>	All 5	1.1 Assure Community PH Preparedness and Response	1.11 Project Public Health Ready Re-Certification	Certified	Certified	Re-certified	-Preparedness Planning, Training & Exercising
		1.2 Improve Health Outcomes	1.21 Health Outcomes Ranking	-Health Outcomes Ranking Baseline #3 In State	Top 10% of National Peers	Top 10% of National Peers	-Infant mortality Task Force -Community Scorecard -EPI Indicator Review
		1.3 Improve Health Factors	1.31 Health Factors Ranking	-Health Factors Ranking Baseline #1 In State	Top 10% of National Peers	Top 10% of National Peers	-Teen Pregnancy Task Force -STD Reduction - Sanitary Nuisance Response
		1.4 Impact CDC Winnable Battles	1.41 Infant Mortality Health Equity	-White 5.2 per 1,000 Live Births -Black 4.2 per 1,000 Live Births	-White 5.1 -Black 4.1	-White 5.0 -Black 4.0	-Infant Mortality Task Force
		1.5 Monitor Health-related Quality of Life Indicators	1.51 Years of Potential Life Lost	6,082 prior to age 75 per 100,000	5,946	5,900	-ID Improved Health-related Quality of Life Indicators
<b>2.0 Business/ Finance Excellence</b>	1 & 5	2.1 Ensure Financial Sustainability	2.11 % Trust Fund Balance (Cash Reserve)	6.1%	8.0%	8.5%	-Trust Fund (Cash Reserves) Management
			2.12 % Revenue Self-Generated	53%	53%	53%	-Develop/maximize Self-generated revenue sources
			2.13 Planned Revenue to Planned Expense Ratio	95%	96%	97%	-Budget Management
		2.2 Maximize Efficiencies, Effectiveness, and Assure Standards of Excellence	2.21 National Voluntary PH Accreditation by 2012	Not Accredited	Accredited	Accredited	-Voluntary PH Accreditation Document Collection
			2.22 Apply for Malcolm Baldrige	No application	Site Visit	Recipient	-Baldrige Preparation
<b>3.0 Customer &amp; Partnership Engagement</b>	All 5	3.1 Champion Collaboration of Public Health System	3.11 Community Satisfaction Score	Community partner satisfaction - 94%	95%	95%	-Implement PARTNER tool
			3.12 CHIP % Objectives Met	10%	15%	25%	-Community Scorecard
		3.2 Enhance Customer & Stakeholder Engagement Focus	3.21 Client Engagement - % Top 2 Boxes	97.2% % Rating 4 & 5 in Q 7 & 8 of Patient/client survey (Top 2 Boxes)	97%	97.5%	-Every Person Every Time
			3.22 Client Engagement - % Top Box	84.3% - % Rating of 5 in Q 7 & 8 of Patient/client survey	86%	88%	
<b>4.0 Employee Engagement/ Accountability</b>	All 5	4.1 Improve Employee Engagement	4.11 Employee Satisfaction - %	From 2011 ESS 72%	75%	80%	- Employee Recognition Plan Review (PDCA)
		4.2 Improve Workforce Capability and Capacity	4.21 Cultural Competence Staff Development	100% Staff Completed Module 1 Curriculum	50% Comp. Module 2	100% Comp. Module 2	-PHA Cultural Competence Assessment -Cultural Competency Curriculum
			4.22 Current position descriptions, IDPs, & Evaluations	100%	100%	100%	-Substantial completion of IDPs
			4.23 Required Training Completed	100%	100%	100%	-Workforce Development Plan